Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact .
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | **Top Number - Total Incidents** | | |
| | **Bottom Number - First Contact Resolution** | | |
	Low	Medium	FCR Total
Insurance	56 20	1 0	57 20
Customer Company Total	56 20	1 0	57 20

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Insurance	56 9	1 0	57 9
Customer Company Total	56 9	1 0	57 9

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Insurance	56	1	57
	0.55	0.00	0.54
Customer Company Total	56	1	57
	0.55	0.00	0.54

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
Customer Company	**Low**	**Medium**	**MR Total**
Insurance	56 0	1 0	57 0
Customer Company Total	56 0	1 0	57 0

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Insurance	56 1.02	1 3.80	57 1.07
Customer Company Total	56 1.02	1 3.80	57 1.07

Insurance

Detail

INC000000198261	Troy Stover	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198480	Shane Sadler	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198522	Michael Covington	Application	Error	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198813	Colette Sawyer	Application	Password	Citrix ICA Client		TIR Missed: No	TIR:	0.64
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000198827	Meldee Love	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198830	Carrie Monnier	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198833	Jeremy Garduno	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000198911	Lorry Herrera	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.26
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000199168	William Stimpson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199580	Cheryl Alexander	Application	Error	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000199585	Eric Showgren	Application	Reporting	None		TIR Missed: Yes	TIR:	2.96
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	TTR:	5.37
INC000000199843	Shane Sadler	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200009	Sandy Glaze	None	None	None		TIR Missed: No	TIR:	0.30
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000200464	Tanji Northrup	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000200472	Jilene Whitby	Application	Error	Contribute		TIR Missed: No	TIR:	0.42
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000200823	Colette Sawyer	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.22
	Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.22

Insurance

| INC000000201000 | Jenifer Christian | Network | Error | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000202040 | Dan Applegarth | Application | Reporting | Novell GroupWise | TIR Missed: | No | TIR: | 0.32 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 1.13 |

| INC000000202060 | Sandy Glaze | Application | None | None | TIR Missed: | No | TIR: | 0.22 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 3.78 |

| INC000000202460 | Troy Stover | PC/Laptop | Password | None | TIR Missed: | No | TIR: | 0.90 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 2.56 |

| INC000000202668 | Linda Hardy | None | None | None | TIR Missed: | No | TIR: | 0.14 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.21 |

| INC000000203489 | Linda Hardy | Telecom | Call/Receive | Telephone | TIR Missed: | No | TIR: | 0.17 |
| | Voice/Data/WAN Services | Mitch Hood | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.60 |

| INC000000203542 | Linda Hardy | Application | Password | None | TIR Missed: | No | TIR: | 0.41 |
| | Application Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.43 |

| INC000000203667 | Jilene Whitby | Application | Error | Adobe Contribute | TIR Missed: | No | TIR: | 0.00 |
| | Help Desk | Dan Barrett | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000203696 | Laura Shepherd | Application | Error | TeamMate Audit System | TIR Missed: | No | TIR: | 0.91 |
| | Application Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.91 |

| INC000000203816 | Beth Crim | Telecom | Voice Mail | Telephone | TIR Missed: | No | TIR: | 0.12 |
| | Voice Operations | Lois Schow | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.12 |

| INC000000204234 | David Flores | Application | Password | Citrix ICA Client | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000204241 | Carolyn Maynard | Application | Password | Citrix ICA Client | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000205031 | Eric Showgren | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: | Yes | TIR: | 1.68 |
| | Application Support | Scott VanderLinden | Insurance | Low | Closed | TTR Missed: | No | TTR: | 1.68 |

| INC000000205140 | Dan Applegarth | Application | Password | Citrix ICA Client | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000205504 | Colette Sawyer | Print/Copy/Scan/Fax | Queue | None | TIR Missed: | No | TIR: | 0.08 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.90 |

| INC000000205702 | Betsy Jerome | Application | Error | None | TIR Missed: | No | TIR: | 0.00 |
| | Capitol Desktop Support | Carl Meek | Insurance | Medium | Resolved | TTR Missed: | No | TTR: | 3.80 |

| INC000000205760 | Weimei Ye | PC/Laptop | Error | None | TIR Missed: | No | TIR: | 0.43 |
| | Capitol Desktop Support | Garry Gregson | Insurance | Low | Closed | TTR Missed: | No | TTR: | 0.52 |

Insurance

Incident	Customer / Group	Assignee	Type	Detail	Item	Tier	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000206125	Terisa Anderson		Print/Copy/Scan/Fax	Incident	None				Yes	1.08		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	1.53
INC000000206228	Jane Webb		Application	Error	PDF Complete				No	0.50		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	0.62
INC000000206340	Linda Hardy		Print/Copy/Scan/Fax	Incident	None				No	0.43		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	0.70
INC000000206352	Betsy Jerome		Print/Copy/Scan/Fax	Toner/Fuser/Ink	None				Yes	1.83		
	Application Support	Scott VanderLinden		Insurance			Low	Resolved	No		No	1.83
INC000000206767	David Gaines		Application	Password	Utah Master Directory				No	0.23		
	Help Desk	Eileen Dubach		Insurance			Low	Resolved	No		No	0.23
INC000000206770	David Gaines		Application	Password	Utah Master Directory				No	0.21		
	Help Desk	Eileen Dubach		Insurance			Low	Resolved	No		No	0.21
INC000000207394	Jilene Whitby		Application	None	SIRCON For States				Yes	3.84		
	Application Support	Scott VanderLinden		Insurance			Low	Resolved	No		No	3.84
INC000000207409	Jenifer Christian		None	None	None				No	0.05		
	Help Desk	Eileen Dubach		Insurance			Low	Resolved	No		No	0.05
INC000000207842	Betsy Jerome		Telecom	None	Telephone				Yes	1.17		
	Help Desk	Brenda Treadway		Insurance			Low	Resolved	No		No	1.17
INC000000207882	Betsy Jerome		Telecom	None	Telephone				No	0.19		
	Voice/Data/WAN Services	Mitch Hood		Insurance			Low	Resolved	No		No	0.19
INC000000208045	Eric Showgren		Print/Copy/Scan/Fax	Paper Jam	None				Yes	2.89		
	Application Support	Scott VanderLinden		Insurance			Low	Resolved	No		No	2.89
INC000000208952	David Gaines		Application	Error	Citrix ICA Client				No	0.00		
	Capitol Desktop Support	Scott Wunderlich		Insurance			Low	Resolved	No		No	1.66
INC000000208970	Shane Sadler		Network	Error	Citrix ICA Client				Yes	1.18		
	Capitol Desktop Support	Scott Wunderlich		Insurance			Low	Resolved	No		No	1.65
INC000000209192	Karon Hardman		Application	Password	PGP				No	0.00		
	Help Desk	Vicky Marrelli		Insurance			Low	Resolved	No		No	
INC000000209595	Silmara charlesworth		Application	Error	None				Yes	2.46		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	2.46
INC000000210142	Brent Oscarson		PC/Laptop	Hardware	None				No	0.93		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	1.62
INC000000210473	Anne Stewart		Application	Error	PDF Complete				No	0.64		
	Capitol Desktop Support	Peter Musser		Insurance			Low	Resolved	No		No	4.48

Insurance

INC000000210695	Sandy Glaze	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.54
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	1.84
INC000000210718	Sandy Glaze	Application	Error	None			TIR Missed: No	TIR:	0.51
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.51
INC000000210812	Brent Oscarson	None	None	None			TIR Missed: No	TIR:	0.86
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	1.65
INC000000211248	Betsy Jerome	Application	Error	None			TIR Missed: No	TIR:	0.25
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	1.49
INC000000211658	Clarissa Crisp	PC/Laptop	None	None			TIR Missed: No	TIR:	0.40
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.66
INC000000211775	Brent Oscarson	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.38
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.38
INC000000211818	Silmara charlesworth	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.33
	Capitol Desktop Support	Peter Musser	Insurance	Low		Resolved	TTR Missed: No	TTR:	3.28